



City of Dallas



Chief Information Officer

Committed to Building a "Service First" Culture!



THE COMMUNITY

The vibrant spirit of Dallas, and its true Texas charm, provides an authentic experience that is world-class! As the ninth largest city in the United States and the third largest city in Texas, Dallas has over 1.3 million residents. The Dallas-Fort Worth-Arlington metropolitan area, commonly known as the Dallas Fort Worth (DFW) Metroplex has 120 cities and a population of more than 7.2 million and is the No. 1 visitor and leisure destination in Texas!

The community is proud of its diverse neighborhoods and attracts residents desiring both urban and affordable living. With many events and activities to choose from, Dallas has much to offer both tourists and area residents. The Dallas region is the home of six major sports franchises including the Dallas Cowboys (NFL); Dallas Stars (NHL); Dallas Mavericks (NBA); Dallas Wings (WNBA); FC Dallas (MLS) and the Texas Rangers (MLB). The Dallas Arts District is the largest urban arts district in the United States, and Fair Park is home to the largest collection of Art Deco buildings in the country.

Known for business, Dallas is home to the third largest concentration of Fortune 500 companies. The greater DFW area boasts the 5th largest economy in the country and 10th largest in the world. The City's economy is primarily based on banking, commerce, telecommunications, technology, energy, healthcare and medical research, and transportation and logistics. Supporting both business and tourism, the Dallas-Fort Worth Airport is one of the largest and busiest airports in the world.

Dallas has more than 300 public and nearly 90 private primary and secondary schools. Also, the region is home to more than 40 higher education institutions, including the University of Texas Southwestern Medical School, Southern Methodist University, the University of North Texas, Texas Christian University, and the University of Texas at Arlington.

Dallas is also one of the most ethnically diverse major cities in the United States, with residents of Hispanic or Latino (42%), African-American (24%), Asian (5%), and Caucasian (29%) descent. The Dallas metropolitan area is recognized as having the sixth-largest concentration of members of the LGBTQ community among the 50 largest U.S. cities.

THE CITY

The City of Dallas operates under Council-Manager form of government with a Mayor and 14 City Council Members serving as district representatives. Under this form of government, the elected body sets policies for the operations of the City. The City Manager is appointed by the Mayor and City Council to serve as the chief administrator over the City government organization. The City Manager has an Executive Leadership Team which consists of nine Assistant City Managers and Chiefs. The City of Dallas is a full-service organization composed of more than 30+ departments, including Police, Fire-Rescue, and Municipal Court. The City Manager oversees all departments and functions of the City except those of City Attorney, City Secretary, City Auditor, and judiciary, each of whom reports directly to the City Council. In addition, the Park and Recreation Department does not report directly to the City Manager but has its own board that is appointed by the City Council. Dallas has an FY 2019-20 operating budget of \$2.9 billion and capital budget of \$872 million. The City currently employs a staff of over 13,000 full-time employees.

THE VALUES OF SERVICE

The City of Dallas is building a Service First culture that is guided by the core values of *Empathy*, *Ethics*, *Excellence*, and *Equity*.

Empathy - We demonstrate compassion by listening and understanding.

Ethics - We believe in being transparent, open and honest.

Excellence - We are committed to continuous improvement.

Equity - We understand the diverse needs of the community we serve.

Contributing to achieving the City's mission to "enhance the vitality and quality of life for all in Dallas" by empowering the residents, visitors, and businesses through sustainable, reliable, efficient, and effective technology services, infrastructure, and smarter government.

THE DEPARTMENT

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The Information & Technology Services department is composed of five (5) divisions: Business Technology Services, Business Management Services, Architecture, Innovation, and Information Management Services, IT Security and Compliance Services, and Technology Infrastructure Services.

The Department coordinates the use of information technology City-wide to ensure that accurate and timely information is provided to citizens, elected officials, management, and staff. The Department plays an integral role in the City, focusing on the establishment of efficient system architectures that enhance productivity. The Department has 252 employees, and a budget of more than \$108 million in operating and \$8.9 million in capital funds.

The Department is entrusted with managing and safeguarding the City's critical systems and infrastructure by supporting the City staff through the maintenance of and accountability for technology related hardware, software, and network infrastructure for data integrity and security. The Department offers innovative solutions that promote progress through technology, ensure transparency with the community, and provide mobility for staff to focus on addressing and resolving issues and initiatives that align with the City's mission.

The following support services are provided by the Information & Technology Services divisions:

- » Business Technology Services is responsible of business application development and support, and business requirements analysis
- » Business Management Services is responsible for finance, billing, accounts payable, accounts receivable, procurement, contract management, Project Management Office (PMO)
- » Architecture, Innovation and Information Management Services is response for innovation and transformation, technology strategy, technology governance, enterprise architecture, enterprise GIS, enterprise data management, information management, and web/mobile technologies.
- » IT Security and Compliance Services is responsible for IT Security, eDiscovery, disaster recovery planning, change management, and QA support.
- » Technology Infrastructure Services is responsible for data center operations, HelpDesk, desktop PC and server support, voice and data network support, radio network communications, E9-1-1, and 311 telecommunications.

To learn more visit: <https://dallascityhall.com/>

THE POSITION

The Chief Information Officer (CIO) has full oversight and management for all departmental services and activities, including IT governance, digital and system security, business area relationships, project management, applications development and support, technology operations, communication systems (telephony, radio, and data networks), and IT business and financials; and recommends and administers policies and procedures. Reporting to the Chief Financial Officer, the CIO will provide direction and leadership to the department and will coordinate and align IT services and business solutions with all of the other City departments and outside agencies.

THE IDEAL CANDIDATE

The ideal candidate is a seasoned, experienced, highly competent information technology professional who has an outstanding track record of accomplishments with mid to large size organizations. The ideal CIO will have demonstrated success in developing and managing a business-like approach to providing services to multiple departments/lines of business. Candidates shall be a proven leader, demonstrating commitment to both excellent customer service and to employee engagement. Strong candidates shall possess strong fiscal management skills with the demonstrated ability to incorporate leading-edge technology solutions in a growing community and organization. The successful CIO will be an exceptional communicator and active listener in order to best address the technology needs of the organization. The ideal candidate will have established contacts with peers and vendors in the information technology field, as well as professional organizations, to stay abreast of industry trends and innovative solutions to rapidly changing information technology needs.



CORE COMPETENCIES

- » **Technical Credibility** – Has in-depth knowledge and experience in information technology for mid to large sized organizations, preferably in the public sector; is capable of overseeing:
 - Hybrid datacenter (cloud and on-premise), including identifying what items should be moved into the cloud and which shouldn't, while managing the cost, and supplying sufficient access to the business system data for reporting and analytics
 - Public Safety technology including Computer Aided Dispatching (CAD), Automated Field Reporting (AFR), Records Management System (RMS), and Public Safety Answering Point (PSAP)
 - Public Safety Radio System deployment project and a regional radio network
 - Project Management fundamentals and an IT Project Management Office with a significant amount of active projects
 - IT Governance and its marriage with managing IT supply and demand, project management, staff, and operations management
 - Large Wide Area Network (WAN) team with the strategies to move Dallas from leased circuits to private managed fiber
 - Business Intelligence and organizational collaboration with department data needs
 - Strong IT security insight for large organizations and an enterprise Chief Information Security Officer and Security Office
 - Public Sector Utilities technology and working together with Municipal Utility leadership to provide technology services
- » **Effective Communication** – Possesses excellent oral and written communication; ensures information is effectively conveyed; listens effectively; is responsive.
- » **Results Oriented** – Provides a high level of customer service; demonstrates a sense of urgency to meet the organization's needs, both technical and administrative; meets goals; champions and achieves organizational change.
- » **Innovative Problem-Solving and Strategic Thinking** – Successfully addresses complex organizational challenges; focuses on current needs as well as planning for the future; establishes a firm technology foundation so that the organization can be nimble when exploring cutting edge tools or solutions.
- » **Inspirational Leadership** – Demonstrates an enthusiastic and empowering style; fosters and nurtures ideas; exhibits engaging and approachable behavior; listens attentively to understand the needs, intentions, and values of others.
- » **Politically Astute and Collaborative** – Has a professional presence suitable to successfully engaging with City Management, City Council, county and state officials, and community stakeholders; serves as the official departmental representative in various capacities and for City Council meetings
- » **Business Acumen** – Has experience in financial management, sufficient to ensure success overseeing a complex department budget, including a governance process that determines which IT projects will receive funding; demonstrates success fostering a progressive and diverse workforce and performing the full range of human resources responsibilities.

EDUCATION/EXPERIENCE

Bachelor's Degree in Computer Science, Information Systems, or directly related field, from an accredited college or university. Master's degree preferred. At least 10 years of increasingly responsible experience in the field of information systems, including 6 years of administrative or supervisory responsibility, or equivalent combination of education and experience. Public sector experience is highly desirable, but not required.

COMPENSATION AND BENEFITS

Salary is commensurate with qualifications and experience of the successful candidate.

APPLICATION PROCESS AND RECRUITMENT SCHEDULE

First review of resumes will begin on **February 7, 2020**. To be considered for this exceptional career opportunity, please submit your resume, cover letter, and a list of six work-related references (who will not be contacted without prior notice). Resume should reflect years and months of employment, beginning/ending dates as well as size of staff and budgets you have managed. **Candidates selected for a screening interview will be requested to submit a writing sample for review.** To review more information on the position visit:
<https://executivesearch.cpshr.us/JobDetail?ID=601>.

For additional information about this position please contact:

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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant in mid-late February, with subsequent interviews with the City in early-mid-March. Media checks will be performed on all screened candidates, and a comprehensive reference and background check will be performed on final candidates.

